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**ILLINOIS COMMERCE COMMISSION**

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April 30, 2002

John Starbuck  
117 Greenvview  
East Alton, IL 62024

Re: Informal Complaint #2002-08235S

Dear Sir/Madam:

In response to your request for formal complaint forms concerning your complaint against a telecommunications carrier, we are enclosing the following information for filing a formal complaint:

- 1 blank formal complaint form
- 1 sample formal complaint form
- 1 copy of the Illinois Commerce Commission's Rules of Practice (Note Sections 200.150 & 200.170)
- 1 Quick Reference Guide

Please return, to my attention, the original and one (1) copy of the formal complaint. One copy will be served on the respondent.

Please note the verification paragraph on the second page of the form, which must be signed and notarized by a notary public. Failure to complete the verification portion of the form will result in the complaint form being returned to you.

I understand that you have advised the consumer counselor of your intention to file a formal complaint rather than seek resolution through mediation. Should you reconsider this decision, please note that Section 13-713 of the Public Utilities Act provides that you may request mediation upon completion of the Commission's informal complaint process **and prior to** filing a formal complaint with the Commission. State law provides for the mediation to be completed within 45 days after it is initiated. If you wish to utilize this process, please file a written request for mediation and return it to my attention at your convenience.

Sincerely,

A handwritten signature in cursive script that reads "Donna M. Caton".

Donna M. Caton  
Chief Clerk

cp  
cc: Christy Pound  
Enclosures

### Local Calling Information for 618-258-0699

[illegible]

Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band C	C
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band C	C
Band A	A
Band C	C
Band C	C
Band A	A
Band A	A
Band A	A
Band C	C
Band C	C
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A
Band C	C
Band A	A
Band A	A
Band A	A
Band A	A
Band A	A

[illegible]

05/17/02  
ILLINOIS COMMERCE COMMISSION  
527 EAST CAPITOL AVENUE  
SPRINGFIELD, IL. 62701  
ATTN: DONNA CATON

Dear Donna,

Thank you for allowing us to express our concern in regards to what we feel is unacceptable business practices.

In December, 1999 we questioned a billing of long distance calls from our Internet access numbers. We paid the high bill and requested a list of local, non-toll free call numbers (attached), so as to prevent this from ever happening again. We used the numbers provided in conjunction with the Internet providers & numbers they gave us to choose from.

Most recently we received our February billing for January calls, and March billing for February calls in 2002. It seems kind of odd this hasn't come up since December of 1999. Our numbers have been the same the entire time. As far as I new we didn't have long distance service anymore. I called and discussed the matter with a manager by the name of Chris at 1-800-244-4444 at the Ameritech local service. I told her the situation and she said that only "A" band calls are toll free. I told her we received nothing explaining that. She said the only way we would have received the local calling information list of phone numbers is with a cover letter explaining the A, B, & C bands. We did not receive it. On 3/8/02 I called at 12:05 p.m. and asked Byron to mail me a definition sheet explaining A, B, & C bands. He said there isn't anything available to be mailed. He could only explain it. This confirmed what I already new. We did not receive any explanation as Chris said we would have.

I am strongly protesting these charges and feel we should be credited for them since we were led to believe something that was not true about the local calling information list mailed to us. This is very deceptive the way this is handled.

From this situation I started looking more intently at our phone bills. I was curious if there had been other charges added to our phone bill that were not ours. I saw a 3-way calling charge on our bill. We don't have 3-way calling. I requested a history of 3-way calling charges so I could see if the Phone Company had charged us at any other time (attached). I found four other months where we were charged. What type of company are we dealing with that put these unauthorized charges on our phone bill? The other reason I started checking this is because I have talked to others that have had the same thing happen to them.

I want to go through a few days' conversations to show you what kind of disorganization I have had to deal with.

3/1/02 I talked to collections to make payment arrangements. They wanted payment on the same day. They then said if I mail my payment in I wouldn't have my service shut off. I mailed my payment. They received it on the 7<sup>th</sup>. I was informed later that they had internally decided to shut my service off on the 18<sup>th</sup> since they did not receive payment

on the 6<sup>th</sup>. Nobody told me that they needed it by the 6<sup>th</sup> but only to receive it soon so as to not have my service shut off.

3/8/02 I requested the A, B, C band info. Byron said this info is not available to be mailed out. I also requested a detail of January and February phone calls. I talked to Dorian who said that everything is ok and that I wouldn't have my service shut off on the 18<sup>th</sup>.

3/13/02 I requested a history of 3-way calling charges from Gwenn. She did not show my request to Byron for the January and February phone calls. She will resubmit. I talked to a woman by the name of T.T. in collections. She informed me that if they did not receive a payment by 3/18/02 that my service will be shut off.

3/15/02 I told Sue that I have received December and January phone call history twice. She said she would send February history at no charge. I received January again. She did not show where Gwenn had submitted request for 3-way calling history. Gwenn will resubmit.

I requested that someone fax me a confirmation in collections that stated since I am mailing off the requested \$244.00 on the 14<sup>th</sup> that my service will not be shut off on the 18<sup>th</sup>. They said if I mail this that I will avoid my service shut off and that all I needed to do was to give them a check number. I talked to Tracy, Mrs. Wilson and Mrs. Webb in management and no one would send me the fax so I could be assured they weren't telling me another false story about my service being shut off.

3/16/02 I talked to Raymon and he does not show 3-way calling history request that I made on 3/13/02. He will resubmit request.

3/19/02 I told Jerry of my previous requests for January and February phone history that I continue to get only December and Januarys. He will send my February. I did finally receive this.

4/25/02 Charita in the executive offices left a message on my answering machine stating she is responding to my complaint sent to her by the Consumer Protection division from File #2002-CONSC-00051919. I tried to call her and only received voice mail. I left the message to call me at home or work and she never bothered to call.

4/26/02 I left another message for Charita to call me and she still had not returned my call. It appears to me that they think if they just let it drop I will do the same.

5/06/02 I called customer service to get the bill for the 1999 high charges for my records and Carla explained they only keep records for 18 months.

Donna, the entire reason I am giving you these conversations and dates is to show you what type of company I have had to deal with and how unorganized they are. I find it very surprising that they say they have given me the correct information on A, B, and C

bands and I never received them let alone the charges for 3-way calling that have never been authorized. You can see how unorganized they are.

Thanks for taking the time to read this and I hope to hear from you soon.

Sincerely,  
John R. Starbuck